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CLAIMS

1.(Canceled)

2. (Canceled)

3. (Canceled)

4. (Canceled)

5. (Canceled)

6. (previously Amended) A method for allowing a user to provide personalized prompts associated with communication management options presented by a first interactive voice response service on behalf of the user, the first interactive voice response service for responding to calls to the user, the method comprising the steps of:

maintaining help information respectively associated with the communication management options on a device connected to the first interactive voice response service via the internet, the help information for assisting the user in providing personalized prompts associated with the communication management options;

receiving an option selection from the user via a network interface;

retrieving the respective help information associated with the selected option, said help information including textual descriptions of the selected option for display on a graphic user interface;

providing the respective help information to the user via the network interface;

maintaining access codes respectively associated with the communication management options, the access codes for allowing the user to record personalized prompts via a second interactive voice response service, the second interactive voice response system for controlling how the first interactive voice response service responds to calls to the user;

retrieving the respective access code associated with the selected option; and

providing the respective access code to the user via the network interface.

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7. (Cancelled)

8. (Cancelled)

9. (Original) A method according to claim 6, wherein the communication management options are indexed by user, the method further comprising the steps of:

receiving a user identification from the user via the network interface; and

retrieving a list of available communication management options associated with the user in accordance with the received user identification;

wherein the help information providing step is performed in accordance with the received user identification.

10. (Canceled)

11. (Canceled)

12. (Canceled)

13. (Canceled)

14. (Canceled)

15. (previously Amended) An apparatus for allowing a user to provide personalized prompts associated with communication management options presented by a first interactive voice response service on behalf of the user, the apparatus comprising:

means for maintaining help information respectively associated with the communication management options on a device connected to the first interactive voice response service via the internet, the help information for assisting the user in providing personalized prompts associated with the communication management options, said help information including textual descriptions of the selected option for display on a graphic user interface;

means for receiving an option selection from the user via a network interface;

means for retrieving the respective help information associated with the selected option;

means for providing the respective help information to the user via the network interface;

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means for maintaining access codes respectively associated with the communication management options, the access codes for allowing the user to record personalized prompts via a second interactive voice response service, wherein the first interactive voice response service is for handling requests to the user, and the second interactive voice response service is for controlling how the first interactive voice response service handles requests to the user;

means for retrieving the respective access code associated with the selected option; and

means for providing the respective access code to the user via the network interface.

16. (Cancelled)

17. (Cancelled)

18. (Original) An apparatus according to claim 15, wherein the communication management options are indexed by user, the apparatus further comprising:

means for receiving a user identification from the user via the network interface; and

means for retrieving a list of available communication management options associated with the user in accordance with the received user identification,

wherein the help information providing means is operative in accordance with the received user identification.

19. (Canceled)

20. (Canceled)

21. (Canceled)